# Lenovo ThinkPlus warranty upgrade offerings for ThinkCentre systems

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## At a glance

Lenovo® adds the following newly announced machine types to the Lenovo ThinkPlus® warranty upgrade offerings for ThinkCentre® systems:

One year, on-site, second business day base warranty machine types 1165.

This is the first ThinkCentre A70z "All-in-One" machine type. New offerings will be created for this machine type.

Lenovo deletes from the ThinkPlus warranty upgrade offerings for ThinkCentre systems the following machine types that are no longer eligible: 8084, 8086, 8087, 8089, 8177, 8183, 8184, 8185, 8187, 8188, 8189, 8193, 8194, 8708, 8710, 8712, 8714, 8719, 8818,

Refer to the Description section for full details.

## Overview

ThinkPlus warranty upgrades are only available from Lenovo. These ThinkPlus offerings provide up to five years of hardware maintenance coverage, including the machine warranty period, in an electronic format.

The easy registration process of the attractively priced ThinkPlus offerings helps to ensure that a high-quality maintenance service can be provided.

These ThinkPlus offerings are available through the same Business Partners who sell the relating Lenovo hardware. The intention is to enable the Business Partner to offer his customer an off-the-shelf warranty upgrade or post warranty offering at the time the customer purchases the machine.

To enable the Business Partners to select the correct ThinkPlus offering for a particular machine type, a services selection guide is available, providing a cross reference list of ThinkPlus and PhysicalPac offerings to applicable machine types.

ThinkPlus offerings have a part number and can be ordered through UPOS/SAP in the same manner as Lenovo products. To be eligible for service, and to maximize the upgraded warranty coverage period, ideally a ThinkPlus offering should be purchased by the customer within 30 days of the purchase of the machine type to which it applies. It is possible for upgrades to be purchased and registered at any time during a machine's base warranty period, however this reduces the upgraded coverage period. ThinkPlus offerings must be registered by the customer within 21 days of its purchase by completing the e-mail-based online registration process provided.


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## Key prerequisites

The Lenovo ThinkPlus offerings in this announcement are only applicable to Lenovo ThinkCentre machine types.

## Planned availability date

December 15, 2009

## Description

### Definitions

The following abbreviations are used in this document.

- Customer carry-in repair = CCR
- On-site repair second business day = OSR 2BD
- On-site repair next business day = OSR NBD
- Hard disk drive or solid state drive retention = HDD

### Update description

***New offerings for A70Z "All-in-One" one-year, on-site,***

Second-business-day base warranty for both regions EMAT regions.

Upgrade to:

- 1 year on-site 2BD + HDD/SSD retention
- 3 years on-site NBD
- 3 years on-site NBD + HDD/SSD retention
- 4 years on-site NBD
- 4 years on-site NBD + HDD/SSD retention
- 5 years on-site NBD
- 5 years on-site NBD + HDD/SSD retention

The 7705 machine type is added to the three-year, on-site, second business day response offerings and removed from the three-years customer carry-in offerings.

### Lenovo ThinkPlus warranty upgrade offerings for ThinkCentre

Following are the ThinkPlus SAP orderable part numbers and the compatible Lenovo machine types they are valid for.

***EMEA Region 1 offerings***

The following part numbers, identified by the "L" denominator, unless otherwise stated are available in the following countries:

- Austria
- Belgium
- Denmark
- Finland
- France

- Germany
- Ireland
- Israel
- Italy
- Luxembourg
- Netherlands
- Norway
- Portugal
- Spain
- Switzerland
- Sweden
- UK

**Lenovo ThinkPlus warranty upgrade (UPG) offerings for ThinkCentre one-year CCR base warranty machine types**

| ThinkPlus part no. | ThinkPlus ID No. | ThinkPlus description |
|---|---|---|
| 41C9430 | L375 | UPG 1 YR CCR TO 3 YR CCR |
| 41E9864 | L509 | UPG 1 YR CCR TO 4 YR CCR |
| 73Y2725 | L900 | UPG 1 YR CCR TO 1 YR CCR+HDD |
| 73Y2726 | L901 | UPG 1 YR CCR TO 3 YR CCR+HDD |
| 73Y2727 | L902 | UPG 1 YR CCR TO 4 YR CCR+HDD |
| 41E9785 | L505 | UPG 1 YR CCR TO 1 YR OSR NBD |
| 41C9426 | L79 | UPG 1 YR CCR TO 3 YR OSR NBD |
| 41E9865 | L510 | UPG 1 YR CCR TO 4 YR OSR NBD |
| 73Y2728 | L903 | UPG 1 YR CCR TO 1 YR OSR NBD+HDD |
| 46D5020 | L652 | UPG 1 YR CCR TO 3 YR OSR NBD+HDD |
| 73Y2729 | L904 | UPG 1 YR CCR TO 4 YR OSR NBD+HDD |

Eligible Machine Types (all models)

6306 8090 7280 7290 7523 7560 8122 8134
8148 8292 8295 8465 8468 8772 8774 8779
8799 8973 8975 9216 9219 9282 9283 9286
9287 9288 9342 9351 9352 9379 9638 9709
9784 9785 9953

**Lenovo ThinkPlus warranty upgrade (UPG) offerings for ThinkCentre one-year OSR 2BD base warranty machine types**

| ThinkPlus part no. | ThinkPlus ID No. | ThinkPlus description |
|---|---|---|
| 41D0011 | L500 | UPG 1 YR OSR 2BD TO 3 YR OSR NBD |
| 41E9870 | L515 | UPG 1 YR OSR 2BD TO 4 YR OSR NBD |
| 73Y2730 | L905 | UPG 1 YR OSR 2BD TO 1 YR OSR 2BD+HDD |
| 46D5018 | L650 | UPG 1 YR OSR 2BD TO 3 YR OSR NBD+HDD |
| 73Y2731 | L906 | UPG 1 YR OSR 2BD TO 4 YR OSR NBD+HDD |

Eligible Machine Types (all models)

6139 6394 6417 6453 7174 7187 7244 7270
7279 7345 7346 7347 7515 7522 7719 7721
7749 7773 8099 8108 8110 8111 8131 8153
8158 8163 8168 8287 8288 8289 8291 8294
8329 8340 8341 8464 8467 8700 8701 8705
8771 8773 8778 8782 8785 8800 8801 8802
9120 9215 9218 9266 9269 9277 9278 9279
9349 9636 9702 9703 9704 9705 9948 9949

**Lenovo ThinkPlus warranty upgrade (UPG) offerings for ThinkCentre three-year CCR base warranty machine types**

| ThinkPlus part no. | ThinkPlus ID No. | ThinkPlus description |
|---|---|---|
| 41E9866 | L511 | UPG 3 YR CCR TO 4 YR CCR |
| 73Y2732 | L907 | UPG 3 YR CCR TO 5 YR CCR |
| 73Y2734 | L909 | UPG 3 YR CCR TO 3 YR CCR+HDD |
| 73Y2735 | L910 | UPG 3 YR CCR TO 4 YR CCR+HDD |
| 73Y2736 | L911 | UPG 3 YR CCR TO 5 YR CCR+HDD |
| 41C9425 | L40 | UPG 3 YR CCR TO 3 YR OSR NBD |
| 41E9867 | L512 | UPG 3 YR CCR TO 4 YR OSR NBD |
| 73Y2733 | L908 | UPG 3 YR CCR TO 5 YR OSR NBD |
| 46D5019 | L651 | UPG 3 YR CCR TO 3 YR OSR NBD+HDD |
| 73Y2737 | L912 | UPG 3 YR CCR TO 4 YR OSR NBD+HDD |
| 73Y2738 | L913 | UPG 3 YR CCR TO 5 YR OSR NBD+HDD |

Eligible Machine Types (all models)

2257 6066 6068 6069 6832 7304 7306 7348
7354 7355 7356 7357 7358 7611 8109 8118
8121 8123 8132 8135 8137 8159 8164 8166
8169 8326 8327 8328 8342 8343 8344 8417
8420 8422 8709 8711 8713 8715 8786 8791
8792 8794 8796 8803 8804 8805 8806 8817
8819 8979 8980 8982 8985 9018 9141 9142
9374 9378 9380 9383 9387 9389 9488 9489
9622 9623 9624 9640 9644 9851 9859

**Lenovo ThinkPlus warranty upgrade (UPG) offerings for ThinkCentre three-year OSR 2BD base warranty machine types**

| ThinkPlus part no. | ThinkPlus ID No. | ThinkPlus description |
|---|---|---|
| 41C9429 | L374 | UPG 3 YR OSR 2BD TO 3 YR OSR NBD |
| 73Y2739 | L914 | UPG 3 YR OSR 2BD TO 5 YR OSR NBD |
| 41E9871 | L516 | UPG 3 YR OSR 2BD TO 4 YR OSR NBD |
| 73Y2740 | L915 | UPG 3 YR OSR 2BD TO 3 YR OSR 2BD+HDD |
| 46D5021 | L653 | UPG 3 YR OSR 2BD TO 3 YR OSR NBD+HDD |
| 73Y2741 | L916 | UPG 3 YR OSR 2BD TO 4 YR OSR NBD+HDD |
| 73Y2742 | L917 | UPG 3 YR OSR 2BD TO 5 YR OSR NBD+HDD |

Eligible Machine Types (all models)

3379 6071 6072 6073 6074 6075 6175 6239
6258 6302 6303 6395 6418 6449 7057 7103
7188 7220 7298 7303 7359 7360 7373 7479
7483 7484 7491 7506 7705 7706 7715 7774
7799 7847 8085 8104 8107 8113 8124 8136
8138 8141 8143 8146 8157 8160 8162 8165
8167 8170 8171 8212 8215 8296 8297 8298
8320 8380 8381 8382 8421 8423 8424 8783
8788 8795 8798 8807 8808 8810 8811 8820
8854 8910 8991 8992 8994 9071 9087 9088
9143 9144 9169 9171 9172 9174 9181 9182
9193 9194 9196 9265 9356 9384 9438 9439
9481 9482 9485 9486 9487 9625 9628 9631
9632 9635 9637 9641 9645 9708 9788 9807
9960 9964 9965 9978

**Lenovo ThinkPlus warranty upgrade (UPG) offerings for ThinkCentre three-year OSR NBD base warranty machine types**

| ThinkPlus part no. | ThinkPlus ID No. | ThinkPlus description |
|---|---|---|
| 41E9872 | L517 | UPG 3 YR OSR NBD TO 4 YR OSR NBD |

| | | |
|---|---|---|
| 73Y2743 | L918 | UPG 3 YR OSR NBD TO 5 YR OSR NBD |
| 46D5022 | L654 | UPG 3 YR OSR NBD TO 3 YR OSR NBD+HDD |
| 73Y2744 | L919 | UPG 3 YR OSR NBD TO 4 YR OSR NBD+HDD |
| 73Y2745 | L920 | UPG 3 YR OSR NBD TO 5 YR OSR NBD+HDD |

Eligible Machine Types (all models)

3063 3231 3285 3656 3658 6086 6087 6088
6089 6136 6137 6138 6176 6177 6178 6209
6234 6397 6486 6487 6488 6489 6490 6491
7061 7062 7064 7065 7066 7307 7408 7508
7514 7637 7638 7639 7843 8106 8114 8142
8144 8172 8213 8798 9158 9159 9162 9164
9210 9300 9301 9323 9325 9326 9330 9694
9695 9728 9935

### Lenovo ThinkPlus warranty upgrade (UPG) offerings for ThinkCentre four-year OSR 2BD base warranty machine types

| ThinkPlus part no. | ThinkPlus ID No. | ThinkPlus description |
|---|---|---|
| 73Y2746 | L921 | UPG 4 YR OSR 2BD TO 4 YR OSR NBD |
| 73Y2747 | L922 | UPG 4 YR OSR 2BD TO 5 YR OSR NBD |
| 73Y2748 | L923 | UPG 4 YR OSR 2BD TO 4 YR OSR 2BD+HDD |
| 73Y2749 | L924 | UPG 4 YR OSR 2BD TO 4 YR OSR NBD+HDD |
| 73Y2750 | L925 | UPG 4 YR OSR 2BD TO 5 YR OSR NBD+HDD |

Eligible Machine Types (all models)

7092 7090 7626 7627 7628 7630 7635

### Lenovo ThinkPlus warranty upgrade (UPG) offerings for ThinkCentre four-year OSR NBD base warranty machine types

| ThinkPlus part no. | ThinkPlus ID No. | ThinkPlus description |
|---|---|---|
| 73Y2751 | L926 | UPG 4 YR OSR NBD TO 5 YR OSR NBD |
| 73Y2752 | L927 | UPG 4 YR OSR NBD TO 4 YR OSR NBD+HDD |
| 73Y2753 | L928 | UPG 4 YR OSR NBD TO 5 YR OSR NBD+HDD |

Eligible Machine Types (all models)

5897 6076 6077 6078 6081 7094 7096 7098
7571 7582 7629 8115 8120 8214 8494 8812
8813 8814 8816 9089 9156 9157 9160 9211
9646 9647 9648 9649

### Lenovo ThinkPlus warranty upgrade (UPG) offerings for ThinkCentre "All-in-One" one-year, on-site, second business day base warranty machine types

| ThinkPlus part no. | ThinkPlus ID No. | ThinkPlus description |
|---|---|---|
| 80Y5792 | L405 | UPG 1 YR OSR 2BD TO 1 YR OSR 2BD+HDD |
| 80Y5793 | L406 | UPG 1 YR OSR 2BD TO 3 YR OSR NBD |
| 80Y5794 | L407 | UPG 1 YR OSR 2BD TO 3 YR OSR NBD+HDD |
| 80Y5795 | L408 | UPG 1 YR OSR 2BD TO 4 YR OSR NBD |
| 80Y5796 | L409 | UPG 1 YR OSR 2BD TO 4 YR OSR NBD+HDD |
| 80Y5797 | L410 | UPG 1 YR OSR 2BD TO 5 YR OSR NBD |
| 80Y5798 | L411 | UPG 1 YR OSR 2BD TO 5 YR OSR NBD+HDD |

Eligible Machine Types (all models)

1165

***EMEA Region 2 offerings***

The following part numbers, identified by the "C" denominator, unless otherwise stated are available in the following countries:

- Bulgaria
- Croatia
- Czech Republic
- Greece
- Hungary
- Poland
- Romania
- Russia(1)
- Slovakia
- Slovenia
- South Africa
- Turkey

Notes:
(1) Only these offerings are available in Russia

**Lenovo ThinkPlus warranty upgrade (UPG) offerings for ThinkCentre one-year CCR base warranty machine types**

| ThinkPlus part no. | ThinkPlus ID No. | ThinkPlus description |
|---|---|---|
| 10N3158(1) | C540 | UPG 1 YR CCR TO 3 YR CCR |
| 10N3159(1) | C541 | UPG 1 YR CCR TO 4 YR CCR |
| 12X6449(1) | C633 | UPG 1 YR CCR TO 3 YR OSR NBD |
| 12X6450(1) | C634 | UPG 1 YR CCR TO 4 YR OSR NBD |
| 46D5016 | C648 | UPG 1 YR CCR TO 3 YR OSR NBD + HDD |

Eligible Machine Types (all models)

6306 7280 7290 7523 7560 8090 8122 8134
8148 8292 8295 8465 8468 8772 8774 8779
8799 8973 8975 9216 9219 9282 9283 9286
9287 9288 9342 9351 9352 9379 9638 9709
9784 9785 9953

**Lenovo ThinkPlus warranty upgrade (UPG) offerings for ThinkCentre one-year OSR 2BD base warranty machine types**

| ThinkPlus part no. | ThinkPlus ID No. | ThinkPlus description |
|---|---|---|
| 12X6417(1) | C616 | UPG 1 YR OSR 2BD TO 3 YR OSR NBD |
| 12X6418(1) | C617 | UPG 1 YR OSR 2BD TO 4 YR OSR NBD |
| 46D5014 | C646 | UPG 1 YR OSR 2BD TO 3 YR OSR NBD+HDD |

Eligible Machine Types (all models)

6139 6394 6417 6453 7174 7187 7244 7270
7279 7345 7346 7347 7515 7522 7719 7721
7749 7773 8099 8108 8110 8111 8131 8153
8158 8163 8168 8287 8288 8289 8291 8294
8329 8340 8341 8464 8467 8700 8701 8705
8771 8773 8778 8782 8785 8800 8801 8802
9120 9215 9218 9266 9269 9277 9278 9279
9349 9636 9702 9703 9704 9705 9948 9949

**Lenovo ThinkPlus warranty upgrade (UPG) offerings for ThinkCentre three-year CCR base warranty machine types**

| ThinkPlus part no. | ThinkPlus ID No. | ThinkPlus description |
|---|---|---|
| 10N3163(1)C545 | C545 | UPG 3 YR CCR TO 4 YR CCR |
| 12X6451(1)C635 | C635 | UPG 3 YR CCR TO 3 YR OSR NBD |
| 12X6452(1)C636 | C636 | UPG 3 YR CCR TO 4 YR OSR NBD |
| 46D5015 | C647 | UPG 3 YR CCR TO 3 YR OSR NBD+HDD |

Eligible Machine Types (all models)

2257 6066 6068 6069 6832 7304 7306 7348
7354 7355 7356 7357 7358 7611 8109 8118
8121 8123 8132 8135 8137 8159 8164 8166
8169 8326 8327 8328 8342 8343 8344 8417
8420 8422 8709 8711 8713 8715 8786 8791
8792 8794 8796 8803 8804 8805 8806 8817
8819 8979 8980 8982 8985 9018 9141 9142
9374 9378 9380 9383 9387 9389 9488 9489
9622 9623 9624 9640 9644 9851 9859

### Lenovo ThinkPlus warranty upgrade (UPG) offerings for ThinkCentre three-year OSR 2BD and three-year OSR NBD base warranty machine types

| ThinkPlus part no. | ThinkPlus ID No. | ThinkPlus description |
|---|---|---|
| 12X6419(1)C618 | C618 | UPG 3 YR OSR to 4 YR OSR NBD |
| 46D5017 | C649 | UPG 3 YR OSR to 3 YR OSR NBD+HDD |

Eligible Machine Types (all models)

3063 3231 3285 3379 3656 3658 6071 6072
6073 6074 6075 6086 6087 6088 6089 6136
6137 6138 6175 6176 6177 6178 6209 6234
6239 6258 6302 6303 6395 6397 6418 6449
6486 6487 6488 6489 6490 6491 7057 7061
7062 7064 7065 7066 7103 7188 7220 7298
7303 7307 7359 7360 7373 7408 7479 7483
7484 7491 7506 7508 7514 7637 7638 7639
7705 7706 7715 7774 7799 7843 7847 8085
8104 8106 8107 8113 8114 8124 8136 8138
8141 8142 8143 8144 8146 8157 8160 8162
8165 8167 8170 8171 8172 8212 8213 8215
8296 8297 8298 8320 8380 8381 8382 8421
8423 8424 8708 8783 8788 8795 8798 8807
8808 8810 8811 8820 8854 8910 8991 8992
8994 9071 9087 9088 9143 9144 9158 9159
9162 9164 9169 9171 9172 9174 9181 9182
9193 9194 9196 9210 9265 9300 9301 9323
9325 9326 9330 9356 9384 9438 9439 9481
9482 9485 9486 9487 9625 9628 9631 9632
9635 9637 9641 9645 9694 9695 9708 9728
9788 9807 9935 9960 9964 9965 9978

### Lenovo ThinkPlus warranty upgrade (UPG) offerings for ThinkCentre "All-in-One" one-year, on-site, second business day base warranty machine types

| ThinkPlus part no. | ThinkPlus ID No. | ThinkPlus description |
|---|---|---|
| 80Y5792 | L405 | UPG 1 YR OSR 2BD TO 1 YR OSR 2BD+HDD |
| 80Y5793 | L406 | UPG 1 YR OSR 2BD TO 3 YR OSR NBD |
| 80Y5794 | L407 | UPG 1 YR OSR 2BD TO 3 YR OSR NBD+HDD |
| 80Y5795 | L408 | UPG 1 YR OSR 2BD TO 4 YR OSR NBD |
| 80Y5796 | L409 | UPG 1 YR OSR 2BD TO 4 YR OSR NBD+HDD |
| 80Y5797 | L410 | UPG 1 YR OSR 2BD TO 5 YR OSR NBD |
| 80Y5798 | L411 | UPG 1 YR OSR 2BD TO 5 YR OSR NBD+HDD |

Eligible Machine Types (all models)

## Offering descriptions (upgrades to base warranty)

### *ThinkCentre products with a one-year base warranty*

Unless otherwise noted these offerings are only available during normal country office hours excluding public and national holidays.

- Four-years, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 36 months after the warranty period ends.
- Three-years, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period ends.
- One-year, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus and runs and ends concurrently with warranty period of the machine type.
- Four-years, customer carry-in repair service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period ends.
- Three-years, customer carry-in repair service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period ends.
- Four-years, on-site repair service with a next business day response target including HDD/SSD retention. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 36 months after the warranty period ends.
- Three-years, on-site repair service with a next business day response target including HDD/SSD retention. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period ends.
- One-year, on-site repair service with a next business day response target including HDD/SSD retention. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with warranty period of the machine type.
- One-year, on-site repair service with a second business day response target including HDD/SSD retention. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with warranty period of the machine type.
- Four-years, customer carry-in repair service including HDD/SDD retention. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 36 months after the warranty period ends.
- Three-years, customer carry-in repair service including HDD/SDD retention. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period ends.
- One-year, customer carry-in repair service including HDD/SDD retention. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.

### *ThinkCentre products with a three-year base warranty*

Unless otherwise noted these offerings are only available during normal country business hours excluding public and national holidays.

- Five-years, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type and for an extra 24 months after the warranty period of the machine type ends.
- Four-years, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with

the warranty period of the machine type and for an extra 12 months after the warranty period of the machine type ends.

- Three-years, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.
- Five-years, customer carry-in repair service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period ends.
- Four-years, customer carry-in repair service. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period ends.
- Five-years, on-site repair service with a next business day response target including HDD/SSD retention. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period ends.
- Four-years, on-site repair service with a next business day response target including HDD/SSD retention. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 12 months after the warranty period ends.
- Three-years, on-site repair service with a next business day response target including HDD/SSD retention. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with warranty period of the machine type.
- Three-years, on-site repair service with a second business day response target including HDD/SSD retention. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with warranty period of the machine type.
- Five-years, customer carry-in repair service including HDD/SDD retention. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 24 months after the warranty period ends.
- Four-years, customer carry-in repair service including HDD/SDD retention. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type, and for an additional 12 months after the warranty period ends.
- Three-years, customer carry-in repair service including HDD/SDD retention. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with the warranty period of the machine type.

***ThinkCentre products with a four-year base warranty***

Unless otherwise noted these offerings are only available during normal country business hours excluding public and national holidays.

- Five-years, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type and for an extra 12 months after the warranty period of the machine type ends.
- Four-years, on-site repair service with a next business day response target. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with the warranty period of the machine type and for an extra 12 months after the warranty period of the machine type ends.
- Five-years, on-site repair service with a next business day response target including HDD/SSD retention. This offering is valid from the purchase date of the ThinkPlus, runs concurrently with warranty period of the machine type, and for an additional 24 months after the warranty period ends.
- Four-years, on-site repair service with a next business day response target including HDD/SSD retention. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with warranty period of the machine type
- Four-years, on-site repair service with a second business day response target including HDD/SSD retention. This offering is valid from the purchase date of the ThinkPlus, runs and ends concurrently with warranty period of the machine type

Notes:

- The customer must register their ThinkPlus offering to activate the service. This will avoid any further delay due to entitlement verifications.
- Some parts of Lenovo machines are designated as customer replaceable units (CRUs), for example, keyboards, memory, or HDDs.

## Service activity descriptions

### *Problem determination*

Lenovo will perform problem determination remotely. You are requested to work with Lenovo during problem determination and to perform those activities that Lenovo may request. The problem determination aim is to identify whether the problem resides with your Lenovo Machine or with other machines or software. If the problem determination result is that your Lenovo machine is failing, and non functional then the appropriate actions for the warranty or warranty upgrade will be put in place.

NOTE: The customer is responsible for ensuring that all data on their ThinkCentre is backed up prior to a repair being attempted. Failure to do so will result in loss of data if the HDD or SDD is replaced or reloaded as part of the repair process.

### *Customer carry-in repair*

You are requested to take your failing machine to the nearest authorized warranty service provider or repair depot where your machine will be exchanged or repaired. The AWSP or repair depot will inform you when your repaired or exchange machine is ready for collection.

### *On-site repair service, second business day*

A service technician will be dispatched to arrive at your location within the next two business days from the time the problem determination is finished. In all other cases the date and time for on-site intervention will be mutually agreed upon. The 2nd business day response time is an average target and not a committed service level, neither for response time nor for problem resolution time.

### *On-site repair service, next business day*

A service technician will be dispatched to arrive at your location within the next business day from the time the problem determination is finished. In all other cases the date and time for on-site intervention will be mutually agreed upon. The next business day response time is an average target and not a committed service level, neither for response time nor for problem resolution time.

### *On-site repair service activities*

Lenovo will either repair or exchange the failing machine at your location and verify its functionality. You must provide a suitable working area that is safe, clean and well lit, to allow disassembly and reassemble of the Lenovo machine.

### *Service activities with HDD retention*

In addition to the repair service activities detailed above the customer or his appointed representative may retain any or all HDDs or SSDs removed from the machine if it has been replaced as part of the repair process. If the machine is to be removed from the customer's control or presence any or all HDDs or SSDs can be removed and retained by the customer or his appointed representative.

### *Damage to parts not covered by base warranty*

Where a part has been damaged that is not covered by the base warranty or ThinkPlus offering then, if it is available, a replacement may be purchased directly from Lenovo.

## Prices

Prices for Lenovo ThinkPlus warranty upgrade offerings for ThinkCentre can be obtained from your local Lenovo business partner or sales representative.

## Announcement countries

The Lenovo ThinkPlus warranty upgrade offerings for ThinkCentre are only available in the following countries. Geographic restrictions may exist within some countries including those already noted for on-site and courier based offerings. Customers should confirm with their Business partner or Lenovo sales representative that the warranty upgrade offering is valid for their Lenovo machines locations.

Requests for service for machines outside of the coverage area will be delivered using the highest available service level up to but not exceeding the service level of the upgrade. Requests for service in countries not included in the announcement list below will be delivered under the machines base warranty applying international warranty rules.

Refer to the Lenovo Web site for full information on international warranty

http://www.lenovo.com

- Austria
- Belgium
- Bulgaria(1)
- Croatia
- Czech Republic
- Denmark
- Finland
- France(2)
- Germany
- Greece
- Hungary
- Ireland
- Israel
- Italy
- Luxembourg
- Netherlands
- Norway
- Poland
- Portugal
- Romania
- Russia(3)
- Slovakia
- Slovenia(4)
- South Africa
- Spain
- Sweden
- Switzerland
- Turkey
- United Kingdom (5)

```
Notes:
 (1)  Bulgaria is limited to the capital Sofia for on-site service.
 (2)  Excluding DOM/TOM and all other French overseas
      territories and dependencies.
 (3)  Russia is limited to 100Km of Moscow centre for on-site service.
 (4)  Slovenia is limited to 50 km radius of Ljubljana for
      on-site service.
 (5)  Mainland U.K. only for on-site service.
```

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